

HOUSE BILL 18-1431

BY REPRESENTATIVE(S) Ginal, Esgar, Kennedy, Lee, Roberts, Buckner, Exum, Gray, Michaelson Jenet, Rosenthal; also SENATOR(S) Smallwood, Aguilar, Crowder, Jahn, Kefalas, Martinez Humenik, Merrifield, Tate.

CONCERNING UPDATING MANAGED CARE PROVISIONS IN THE MEDICAL ASSISTANCE PROGRAM, AND, IN CONNECTION THEREWITH, ALIGNING MANAGED CARE PROVISIONS WITH NEW FEDERAL MANAGED CARE REGULATIONS, REMOVING OBSOLETE OR DUPLICATIVE STATUTORY LANGUAGE AND PROGRAMS, AND UPDATING AND ALIGNING STATUTORY PROVISIONS TO REFLECT THE CURRENT STATEWIDE MANAGED CARE SYSTEM.

Be it enacted by the General Assembly of the State of Colorado:

SECTION 1. In Colorado Revised Statutes, amend with amended and relocated provisions 25.5-5-402 as follows:

25.5-5-402. Statewide managed care system - definition. (1) The state board shall adopt rules to implement a STATEWIDE managed care system for Colorado medical assistance clients RECIPIENTS pursuant to the provisions of this article ARTICLE 5 and articles 4 and 6 of this title TITLE 25.5. The statewide managed care system shall be implemented to the extent

possible.

- (2) The STATEWIDE managed care system implemented pursuant to this article shall ARTICLE 5 DOES not include:
- (a) The services delivered under the residential child health care program described in section 25.5-5-306, except in those counties in which there is a written agreement between the county department of HUMAN OR social services, the designated and contracted behavioral health organization selected pursuant to section 25.5-5-411 MCE RESPONSIBLE FOR COMMUNITY BEHAVIORAL HEALTH CARE, and the state department;
- (b) Long-term care services and the program of all-inclusive care for the elderly, as described in section 25.5-5-412. For purposes of this subsection (2), "long-term care services" means nursing facilities and homeand community-based services provided to eligible clients who have been determined to be in need of such services pursuant to the "Colorado Medical Assistance Act" and the state board's rules.
- (3) **Bidding.** The state department is authorized to institute a program for competitive bidding pursuant to section 24-103-202 or 24-103-203, C.R.S., for managed care entities seeking to provide medical services for medicaid clients eligible to be enrolled in managed care. The state department is authorized to award contracts to more than one offeror. The state department procedures shall seek to use competitive bidding procedures to maximize the number of managed care choices available to medicaid clients over the long term that meet the requirements of sections 25.5-5-404 and 25.5-5-406. THE STATEWIDE MANAGED CARE SYSTEM MUST INCLUDE A STATEWIDE SYSTEM OF COMMUNITY BEHAVIORAL HEALTH CARE THAT MUST:
- (a) [Formerly 25.5-5-411 (1)(a)] There is an urgent need to Address the economic, social, and personal costs to the state of Colorado and its citizens of untreated BEHAVIORAL HEALTH DISORDERS, INCLUDING mental health and substance use disorders;
- (b) [Formerly 25.5-5-411 (1)(b)] APPROACH behavioral health disorders including mental health and substance use disorders, are AS treatable conditions not unlike other chronic health issues that require a combination of behavioral change and medication or other treatment; When

individuals receive appropriate prevention, early intervention, treatment, and recovery services, they can live full, productive lives.

- (c) [Formerly 25.5-5-411 (1)(f)] OFFER timely access through multiple points of entry to a full continuum of culturally responsive BEHAVIORAL HEALTH services, including prevention, early intervention, crisis response, treatment, and recovery is necessary for an effective integrated system SERVICES, THAT SUPPORT INDIVIDUALS LIVING FULL, PRODUCTIVE LIVES;
- (d) [Formerly 25.5-5-411 (1)(e)] Adult and youth consumers and their families need FEATURE A COMPREHENSIVE AND INTEGRATED SYSTEM OF quality behavioral health care that is individualized and coordinated to meet their INDIVIDUALS' changing needs; through a comprehensive and integrated system; AND
- (e) Be paid for by the state department establishing capitated rates specifically for community mental health services that account for a comprehensive continuum of needed services such as those provided by community mental health centers as defined in section 27-66-101;
- (f) [Formerly 25.5-5-411 (1)(j)] The overarching goal of this behavioral health system transformation shall be to Make the behavioral health system's administrative processes, service delivery, and funding more effective and efficient to improve outcomes for Colorado citizens.
- (4) Waivers. The implementation of this part 4 is conditioned, to the extent applicable, on the issuance of necessary waivers by the federal government. The provisions of this part 4 shall be implemented to the extent authorized by federal waiver, if so required by federal law The Statewide managed care system must promote the utilization of the medical home model of care for all enrolled members. The medical home model of care establishes a focal point of care for comprehensive primary care and efficient coordination with specialty care providers and other health care systems. The medical home model has proven effective in promoting early intervention and prevention, improving individuals' health, and reducing health care costs.

- (5) Graduate medical education. The state department shall continue the graduate medical education, referred to in this subsection (5) as "GME", funding to teaching hospitals that have graduate medical education expenses in their medicare cost report and are participating as providers under one or more MCEs with a contract with the state department under this part 4. GME funding for recipients enrolled in an MCE shall be excluded from the premiums paid to the MCE and shall be paid directly to the teaching hospital. The state board shall adopt rules to implement this subsection (5) and establish the rate and method of reimbursement The Statewide Managed Care System Builds upon the LESSONS LEARNED FROM PREVIOUS MANAGED CARE AND COMMUNITY BEHAVIORAL HEALTH CARE PROGRAMS IN THE STATE IN ORDER TO REDUCE BARRIERS THAT MAY NEGATIVELY IMPACT MEDICAID RECIPIENT EXPERIENCE, MEDICAID RECIPIENT HEALTH, AND EFFICIENT USE OF STATE RESOURCES. THE STATEWIDE MANAGED CARE SYSTEM IS AUTHORIZED TO PROVIDE SERVICES UNDER A SINGLE MCE TYPE OR A COMBINATION OF MCE TYPES.
- (6) (a) For requests for proposals occurring on and after January 1, 2015, the state department shall allow for payment proposals that include, but need not be limited to, global payment, risk adjustment, risk sharing, and aligned payment incentives, including, but not limited to, gainsharing, for health benefits and services provided to medical assistance clients pursuant to sections 25.5-5-404 (1)(k) and (1)(l), 25.5-5-406 (2), and paragraph (b) of subsection (2) of this section.
- (b) The state department shall have the discretion to determine which proposals satisfy the request for proposal, including:
- (I) Whether the proposals are appropriate for the state's coordinated care system; and
- (II) The state department's ability to ensure inpatient and outpatient hospital reimbursements are maximized up to the upper limits, as defined in 42 CFR 447.272 and 42 CFR 447.321 and calculated by the state department periodically.
- (c) The state department may seek any federal waiver necessary to ensure that the effect of the request for proposals does not adversely impact upper payment limits and considerations shall include, but are not limited to, the establishment of an uncompensated care cost pool or a hospital

incentive program.

- (6) [Formerly 25.5-5-406 (1)(a)(I) introductory portion] The state department shall, to the extent it determines feasible, provide medicaid-eligible recipients a choice among competing MCEs. MCEs shall provide enrollees a choice among providers within the MCE. Consistent with federal requirements and rules promulgated by the state board, the state department is authorized to assign a medicaid recipient to a particular MCE, or PCCM if: CONSISTENT WITH FEDERAL REQUIREMENTS AND RULES PROMULGATED BY THE STATE BOARD.
- (7) THE STATE DEPARTMENT IS AUTHORIZED TO ENTER INTO A CONTRACT WITH MCOS, PCCM ENTITIES, PREPAID AMBULATORY HEALTH PLANS, AND PREPAID INPATIENT HEALTH PLANS, SUBJECT TO THE RECEIPT OF ANY REQUIRED FEDERAL AUTHORIZATIONS AND PURSUANT TO THE REQUIREMENTS OF THIS SECTION.
- (8) [Formerly 25.5-5-402 (4)] Waivers. The implementation of this part 4 is conditioned, to the extent applicable, on the issuance of necessary waivers by the federal government. The provisions of this part 4 shall MUST be implemented to the extent authorized by federal waiver, if so required by federal law.
- (9) [Formerly 25.5-5-402 (3)] Bidding. The state department is authorized to institute a program for competitive bidding pursuant to section 24-103-202 or 24-103-203 C.R.S., for managed care entities MCEs seeking to provide, medical ARRANGE FOR, OR OTHERWISE BE RESPONSIBLE FOR THE PROVISION OF services for medicaid clients eligible to be enrolled in managed care to its ENROLLEES. The state department is authorized to award contracts to more than one offeror. The state department procedures shall seek to use competitive bidding procedures to maximize the number of managed ENCOURAGE COMPETITION AND IMPROVE THE QUALITY OF care choices available to medicaid clients RECIPIENTS over the long term that meet MEETS the requirements of sections 25.5-5-404 and 25.5-5-406 25.5-5-402 AND 25.5-5-406.1.
- (10) [Formerly 25.5-5-404 (1)(k)] Except as provided in paragraph (m) of this subsection (1), for capitation payments effective on and after July 1, 2003, An MCE that is contracting for a defined scope of services under a risk contract shall certify the financial stability of the MCE pursuant

to criteria established by the division of insurance. and shall certify, as a condition of entering into a contract with the state department, that the capitation payments set forth in the contract between the MCE and the state department are sufficient to ensure the financial stability of the MCE with respect to delivery of services to the medicaid recipients covered in the contract:

- (11) THE STATE DEPARTMENT SHALL CONDUCT A REVIEW OF EACH MCE, IN ACCORDANCE WITH FEDERAL REQUIREMENTS, PRIOR TO THE IMPLEMENTATION OF A CONTRACT TO ASSESS THE ABILITY AND CAPACITY OF THE MCE TO SATISFACTORILY PERFORM THE OPERATIONAL REQUIREMENTS OF THE CONTRACT.
- (12) [Formerly 25.5-5-402 (5)] Graduate medical education. The state department shall continue the graduate medical education, referred to in this subsection (5) (12) as "GME", funding to teaching hospitals that have graduate medical education expenses in their medicare cost report and are participating as providers under one or more MCEs with a contract with the state department under this part 4. GME funding for recipients enrolled in an MCE shall be IS excluded from the premiums paid to the MCE and shall MUST be paid directly to the teaching hospital. The state board shall adopt rules to implement this subsection (5) (12) and establish the rate and method of reimbursement.
- (13) [Formerly 25.5-5-404 (5)] Nothing in this part 4 shall be construed to create CREATES an exemption from the applicable provisions of title 10. C.R.S.
- (14) [Formerly 25.5-5-404 (6)] Nothing in this part 4 shall be construed to create CREATES an entitlement to an MCE to contract with the state department.
- **SECTION 2.** In Colorado Revised Statutes, 25.5-5-403, **amend** (2.5), (3)(a), (4), and (8); **repeal** (1); and **add** (5.5) and (7.5) as follows:
- **25.5-5-403. Definitions.** As used in this part 4, unless the context otherwise requires:
- (1) "Behavioral health organization", referred to in this part 4 as a "BHO", means an entity contracting with the state department to provide

only behavioral health services.

(2.5) "Global payment" means a population-based payment mechanism that is constructed on a per-member, per-month calculation. Global payments shall MUST account for prospective local community or health system cost trends and value, as measured by quality and satisfaction metrics, and shall incorporate community cost experience and reported encounter data to the greatest extent possible to address regional variation and improve longitudinal performance. Risk adjustments, risk-sharing, and aligned payment incentives may be utilized to achieve performance improvement. The rate calculations for global payment are exempt from the provisions of section 25.5-5-408. An entity that uses global payment pursuant to section 25.5-5-404 25.5-5-402 shall meet the applicable financial solvency requirements of section 25.5-5-404 (1)(k) and (1)(l) SECTIONS 25.5-5-402 (10) AND 25.5-5-408 (1)(f) and the essential community provider requirements of section 25.5-5-404 (2) and (3) SECTIONS 25.5-5-406.1 (1)(f)(II) AND 25.5-5-408 (1)(d).

(3) (a) "Managed care" means

- (I) a predefined set of services to recipients delivered by a managed care entity as defined in subsection (4) of this section; or HEALTH CARE DELIVERY SYSTEM ORGANIZED TO MANAGE COSTS, UTILIZATION, AND QUALITY. MEDICAID MANAGED CARE PROVIDES FOR THE DELIVERY OF MEDICAID HEALTH BENEFITS AND ADDITIONAL SERVICES THROUGH CONTRACTED ARRANGEMENTS BETWEEN STATE MEDICAID AGENCIES AND MCES.
- (II) The delivery of services provided by the primary care physician program established in section 25.5-5-407, which is a primary care case manager as defined in subsection (8) of this section.
- (III) (Deleted by amendment, L. 2008, p. 390, § 2, effective August 5, 2008.)
- (4) "Managed care entity", referred to in this part 4 as an "MCE", means an entity that enters into a contract to provide services in a THE STATEWIDE managed care system, including managed care organizations MCOs, prepaid inpatient health plans, and prepaid ambulatory health plans, but excluding primary care case managers, as defined in subsection (8) of

this section AND PCCM ENTITIES.

- (5.5) "MEDICAL HOME" MEANS AN APPROPRIATELY QUALIFIED MEDICAL HEALTH CARE PRACTICE THAT VERIFIABLY ENSURES CONTINUOUS ACCESS TO COMPREHENSIVE, ACCESSIBLE, AND COORDINATED COMMUNITY-BASED PRIMARY CARE. ALL MEDICAL HOMES MAY HAVE, BUT ARE NOT LIMITED TO, THE FOLLOWING:
 - (a) HEALTH MAINTENANCE AND PREVENTIVE CARE;
 - (b) ANTICIPATORY GUIDANCE AND HEALTH EDUCATION;
 - (c) ACUTE AND CHRONIC ILLNESS CARE;
 - (d) COORDINATION OF MEDICATIONS, SPECIALISTS, AND THERAPIES;
 - (e) PROVIDER PARTICIPATION IN HOSPITAL CARE; AND
- (f) MENTAL HEALTH CARE, ORAL HEALTH CARE, AND OTHER RELATED SERVICES, AS APPROPRIATE.
- (7.5) "PRIMARY CARE CASE MANAGEMENT ENTITY", REFERRED TO IN THIS PART 4 AS A "PCCM ENTITY", MEANS AN ENTITY CONTRACTING WITH THE STATE DEPARTMENT THAT MEETS THE DEFINITION OF PRIMARY CARE CASE MANAGEMENT ENTITY AS DEFINED IN 42 CFR 438.2.
- (8) "Primary care case manager", referred to in this part 4 as a "PCCM", means an entity contracting with the state department A PHYSICIAN, A PHYSICIAN GROUP PRACTICE, OR OTHER PRACTITIONER AS IDENTIFIED BY THE STATE that meets the definition of primary care case manager as defined in 42 CFR 438.2.
- **SECTION 3.** In Colorado Revised Statutes, add with amended and relocated provisions 25.5-5-406.1 as follows:
- 25.5-5-406.1. Required features of statewide managed care system. (1) [Formerly 25.5-5-406 (1) introductory portion] General features. All medicaid managed care programs shall MUST contain the following general features, in addition to others that the FEDERAL GOVERNMENT, state department, and the state board consider necessary for

the effective and cost-efficient operation of those programs:

- (a) [Formerly 25.5-5-404 (1)(q)] The MCE shall accept all enrollees THAT THE STATE DEPARTMENT ASSIGNS TO THE MCE IN THE ORDER IN WHICH THEY ARE ASSIGNED, WITHOUT RESTRICTION, regardless of health status OR NEED FOR HEALTH CARE SERVICES;
- (b) THE MCE SHALL NOT DISCRIMINATE AGAINST ENROLLED MEMBERS ON THE BASIS OF RACE, COLOR, ETHNIC OR NATIONAL ORIGIN, ANCESTRY, AGE, SEX, GENDER, SEXUAL ORIENTATION, GENDER IDENTITY AND EXPRESSION, DISABILITY, RELIGION, CREED, OR POLITICAL BELIEFS, AND SHALL NOT USE ANY POLICY OR PRACTICE THAT HAS THE EFFECT OF DISCRIMINATING ON THE BASIS OF RACE, COLOR, ETHNIC OR NATIONAL ORIGIN, ANCESTRY, AGE, SEX, GENDER, SEXUAL ORIENTATION, GENDER IDENTITY AND EXPRESSION, DISABILITY, RELIGION, CREED, OR POLITICAL BELIEFS;
- (c) THE MCE SHALL ALLOW EACH ENROLLED MEMBER TO CHOOSE HIS OR HER NETWORK PROVIDER TO THE EXTENT POSSIBLE AND APPROPRIATE;
- (d) [Formerly 25.5-5-404 (4)(a)] Notwithstanding any waivers authorized by the federal department of health and human services, or any successor agency, each contract between the state department and an MCE selected to participate in the statewide managed care system under this part 4 shall comply with the requirements of 42 U.S.C. sec. 1396a (a)(23)(B);
- (e) THE MCE SHALL ENSURE ACCESS TO CARE FOR ALL ENROLLED MEMBERS IN NEED OF MEDICALLY NECESSARY SERVICES COVERED IN THE CONTRACT;
- (f) THE MCE SHALL CREATE, ADMINISTER, AND MAINTAIN A NETWORK OF PROVIDERS, BUILDING ON THE CURRENT NETWORK OF MEDICAID PROVIDERS, TO SERVE THE HEALTH CARE NEEDS OF ITS MEMBERS. IN DOING SO, THE MCE SHALL:
- (I) SUPPORT PROVIDERS IN SERVING THE MEDICAID POPULATION AND IMPLEMENT VALUE-BASED PAYMENT METHODOLOGIES FOR NETWORK PROVIDERS THAT INCENTIVIZE AND REWARD PROVIDERS FOR THE EFFECTIVE AND EFFICIENT DELIVERY OF HIGH-QUALITY SERVICES TO ENROLLED

MEMBERS;

- (II) [Formerly 25.5-5-404 (2)] (A) The MCE shall Seek proposals from each ECP in a county in which the MCE is enrolling recipients for those services that the MCE provides or intends to provide and that an ECP provides or is capable of providing. To assist MCEs in seeking proposals, the state department shall provide MCEs with a list of ECPs in each county. The MCE shall consider such proposals in good faith and shall, when deemed reasonable by the MCE based on the needs of its enrollees, contract with ECPs. Each ECP shall be willing to negotiate on reasonably equitable terms with each MCE. ECPs making proposals under this subsection (2) (1)(f)(II) must be able to meet the contractual requirements of the MCE. The requirements of this subsection (2) shall (1)(f)(II) DO not apply to an MCE in areas in which the MCE operates entirely as a group model health maintenance organization.
- (B) [Formerly 25.5-5-404 (3)] In selecting MCEs, the state department shall not penalize an MCE for paying cost-based reimbursement to federally qualified health centers as defined in the FEDERAL "Social Security Act".
- (III) DEMONSTRATE THAT THERE ARE SUFFICIENT INDIAN HEALTH CARE PROVIDERS PARTICIPATING IN THE PROVIDER NETWORK TO ENSURE TIMELY ACCESS TO SERVICES AVAILABLE UNDER THE CONTRACT FROM SUCH PROVIDERS FOR INDIAN ENROLLEES WHO ARE ELIGIBLE TO RECEIVE SERVICES.
- (g) THE MCE SHALL ENSURE THAT ITS CONTRACTED NETWORK PROVIDERS ARE CAPABLE OF SERVING ALL MEMBERS, INCLUDING CONTRACTING WITH PROVIDERS WITH SPECIALIZED TRAINING AND EXPERTISE ACROSS ALL AGES, LEVELS OF ABILITY, GENDER IDENTITIES, AND CULTURAL IDENTITIES;
- (h) THE MCE SHALL MEET THE NETWORK ADEQUACY STANDARDS, AS ESTABLISHED BY THE STATE DEPARTMENT, DESCRIBING THE MAXIMUM TIME AND DISTANCE AN ENROLLED MEMBER IS EXPECTED TO TRAVEL IN ORDER TO ACCESS THE PROVIDER TYPES COVERED UNDER THE STATE CONTRACT;
 - (i) THE MCE SHALL MEET, AND REQUIRE ITS NETWORK PROVIDERS

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TO MEET, STANDARDS AS ESTABLISHED BY THE STATE DEPARTMENT FOR TIMELY ACCESS TO CARE AND SERVICES, TAKING INTO ACCOUNT THE URGENCY OF THE NEED FOR SERVICES;

- (j) [Formerly 25.5-5-404 (1)(a)] The MCE shall not interfere with appropriate medical care decisions rendered by the provider nor penalize the provider for requesting medical services outside the standard treatment protocols developed by the MCE or its contractors. ITS CONTRACTED NETWORK PROVIDERS;
- (k) THE MCE SHALL COMPLY WITH THE STATE DEPARTMENT'S TRANSITION OF CARE POLICY TO ENSURE CONTINUED ACCESS TO SERVICES DURING A TRANSITION FROM FEE-FOR-SERVICE TO AN MCE OR TRANSITION FROM ONE MCE TO ANOTHER WHEN AN ENROLLEE, IN THE ABSENCE OF CONTINUED ACCESS TO SERVICES, WOULD SUFFER SERIOUS DETRIMENT TO HIS OR HER HEALTH OR BE AT RISK OF HOSPITALIZATION OR INSTITUTIONALIZATION;
- (1) THE MCE SHALL PROVIDE AND FACILITATE THE DELIVERY OF SERVICES IN A CULTURALLY COMPETENT MANNER TO ALL MEMBERS, INCLUDING THOSE WITH LIMITED ENGLISH PROFICIENCY, DIVERSE CULTURAL AND ETHNIC BACKGROUNDS, AND DISABILITIES, AND REGARDLESS OF GENDER, SEXUAL ORIENTATION, OR GENDER IDENTITY;
- (m) THE MCE SHALL PROVIDE COMMUNICATIONS IN A MANNER AND FORMAT THAT MAY BE EASILY UNDERSTOOD AND IS READILY ACCESSIBLE BY MEMBERS;
- (n) **Grievances and appeals.** (I) (A) EACH MCE SHALL ESTABLISH A GRIEVANCE AND APPEAL SYSTEM THAT COMPLIES WITH RULES ESTABLISHED BY THE STATE BOARD AND FEDERAL GOVERNMENT.
- (B) [Similar to 25.5-5-406 (1)(b)] AN ENROLLEE IS ENTITLED TO DESIGNATE A REPRESENTATIVE, INCLUDING BUT NOT LIMITED TO AN ATTORNEY, THE OMBUDSMAN FOR MEDICAID MANAGED CARE, A LAY ADVOCATE, OR THE ENROLLEE'S PHYSICIAN, TO FILE AND PURSUE A GRIEVANCE OR APPEAL ON BEHALF OF THE ENROLLEE. THE PROCEDURE MUST ALLOW FOR THE UNENCUMBERED PARTICIPATION OF PHYSICIANS.
 - (II) [Formerly 25.5-5-404 (1)(o)] The MCE has SHALL HAVE AN

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established a grievance procedure pursuant to the provisions in section 25.5-5-406 (1)(b) SYSTEM that allows for the CLIENT EXPRESSION OF DISSATISFACTION AT ANY TIME ABOUT ANY MATTER RELATED TO THE MCE'S CONTRACTED SERVICES, OTHER THAN AN ADVERSE BENEFIT DETERMINATION. THE GRIEVANCE SYSTEM MUST PROVIDE timely resolution of disputes regarding the quality of care, services to be provided, and other issues raised by the recipient. OF SUCH matters shall be resolved in a manner consistent with the medical needs of the individual recipient. The MCE shall notify all recipients involved in a dispute with the MCE of their right to seek an administrative review of an adverse decision made by the MCE pursuant to section 25.5-1-107.

- (III) (A) THE MCE SHALL HAVE AN APPEAL SYSTEM FOR REVIEW OF ANY DETERMINATION BY THE MCE TO DENY A SERVICE AUTHORIZATION REQUEST OR TO AUTHORIZE A SERVICE IN AN AMOUNT, DURATION, OR SCOPE THAT IS LESS THAN REQUESTED.
- (B) [Similar to 25.5-5-406 (1)(b)] EACH MCE SHALL UTILIZE AN APPEAL PROCESS FOR EXPEDITED REVIEWS THAT COMPLIES WITH RULES ESTABLISHED BY THE STATE BOARD. THE APPEAL PROCESS FOR EXPEDITED REVIEWS MUST PROVIDE A MEANS BY WHICH AN ENROLLEE MAY COMPLAIN AND SEEK RESOLUTION CONCERNING ANY ACTION OR FAILURE TO ACT IN AN EMERGENCY SITUATION THAT IMMEDIATELY IMPACTS THE ENROLLEE'S ACCESS TO QUALITY HEALTH CARE SERVICES, TREATMENTS, OR PROVIDERS.
- (C) [Formerly 25.5-5-406 (1)(b)] Each MCE or PCCM shall utilize a complaint and grievance procedure and a process for expedited reviews that comply with rules established by the state board. The complaint and grievance procedure shall provide a means by which enrollees may complain about or grieve any action or failure to act that impacts an enrollee's access to, satisfaction with, or the quality of health care services, treatments, or providers The state department shall establish the position of ombudsman for medicaid managed care WHO SHALL, IF THE ENROLLEE REQUESTS, ACT AS THE ENROLLEE'S REPRESENTATIVE IN RESOLVING APPEALS WITH THE MCE. It is the intent of the general assembly that the ombudsman for medicaid managed care be independent from the state department and selected through a competitive bidding process. In the event the state department is unable to contract with an independent ombudsman, an employee of the state department may serve as the ombudsman for medicaid managed care. The ombudsman shall, if the enrollee requests, act as the

enrollee's representative in resolving complaints and grievances with the MCE or PCCM. The process for expedited reviews shall provide a means by which an enrollee may complain and seek resolution concerning any action or failure to act in an emergency situation that immediately impacts the enrollee's access to quality health care services, treatments, or providers. An enrollee shall be entitled to designate a representative, including but not limited to an attorney, the ombudsman for medicaid managed care, a lay advocate, or the enrollee's physician, to file and pursue a grievance or expedited review on behalf of the enrollee. The procedure shall allow for the unencumbered participation of physicians: An enrollee whose complaint or grievance APPEAL is not resolved to his or her satisfaction by a procedure described in this paragraph (b) or who chooses to forego a procedure described in this paragraph (b) shall be SUBSECTION (1)(n), OR WHOSE APPEAL IS DEEMED EXHAUSTED, IS entitled to request a second-level review STATE FAIR HEARING by an independent hearing officer, further judicial review, or both, as provided for by federal law and any state statute or rule. The state department may also provide by rule for arbitration as an optional alternative to the complaint and grievance procedure set forth is this paragraph (b) to the extent that such rules do not violate any other state or federal statutory or constitutional requirements:

- (o) [Similar to 25.5-5-405] THE MCE SHALL MAINTAIN AND PARTICIPATE IN AN ONGOING COMPREHENSIVE QUALITY ASSESSMENT AND PERFORMANCE IMPROVEMENT PROGRAM THAT MUST INCLUDE BUT NOT BE LIMITED TO THE FOLLOWING:
- (I) PERFORMANCE IMPROVEMENT PROJECTS DESIGNED TO ACHIEVE SIGNIFICANT IMPROVEMENT, SUSTAINED OVER TIME, IN CLINICAL CARE AND NONCLINICAL CARE AREAS THAT ARE EXPECTED TO HAVE A FAVORABLE EFFECT ON HEALTH OUTCOMES AND MEMBER SATISFACTION;
- (II) THE COLLECTION AND SUBMISSION OF PERFORMANCE MEASUREMENT DATA AS REQUIRED BY THE STATE DEPARTMENT;
- (III) THE IMPLEMENTATION AND MAINTENANCE OF MECHANISMS TO DETECT OVERUTILIZATION AND UNDERUTILIZATION OF SERVICES AND TO ASSESS THE QUALITY AND APPROPRIATENESS OF CARE FURNISHED TO ITS MEMBERS, INCLUDING MEMBERS WITH SPECIAL HEALTH CARE NEEDS; AND
 - (IV) THE MCE SHALL PARTICIPATE ANNUALLY IN AN INDEPENDENT

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QUALITY REVIEW AND VALIDATION OF PERFORMANCE IMPROVEMENT PROJECTS, PERFORMANCE MEASURES, AND OTHER CONTRACT REQUIREMENTS;

- (p) THE MCE SHALL ADMINISTER A PROGRAM INTEGRITY SYSTEM TO ENSURE COMPLIANCE WITH ALL REQUIREMENTS ESTABLISHED BY THE FEDERAL GOVERNMENT, STATE OF COLORADO, STATE DEPARTMENT, AND STATE BOARD THAT INCLUDES, BUT IS NOT LIMITED TO:
- (I) PROCEDURES TO DETECT AND PREVENT FRAUD, WASTE, AND ABUSE;
- (II) SCREENING AND DISCLOSURE PROCESSES TO PREVENT RELATIONSHIPS WITH INDIVIDUALS OR ENTITIES THAT ARE DEBARRED, SUSPENDED, OR OTHERWISE EXCLUDED FROM PARTICIPATING IN ANY FEDERAL HEALTH CARE PROGRAM, PROCUREMENT ACTIVITIES, OR NONPROCUREMENT ACTIVITIES; AND
 - (III) TREATMENT OF RECOVERIES OF OVERPAYMENT TO PROVIDERS;
- (q) [Formerly 25.5-5-406 (1)(c)] Billing medicaid recipients. Notwithstanding any federal regulations or the general prohibition of section 25.5-4-301 against providers billing medicaid recipients, a provider may bill a medicaid recipient who is enrolled with a specific medicaid PCCM or MCE and, in circumstances defined by the rules of the state board, receives care from a medical provider outside that organization's network or without referral by the recipient's PCCM;
- (r) [Formerly 25.5-5-406 (1)(d)] Marketing. In marketing coverage to medicaid recipients, all MCEs shall comply with all applicable provisions of title 10 C.R.S., regarding health plan marketing. The state board is authorized to promulgate rules concerning the permissible marketing of medicaid managed care. The purposes of such rules shall MUST include but not be limited to the avoidance of biased selection among the choices available to medicaid recipients.
- (s) [Formerly 25.5-5-406 (1)(e)] Prescription drugs. All MCEs that have prescription drugs as a covered benefit shall provide prescription drug coverage in accordance with the provisions of section 25.5-5-202 (1)(a) as part of a comprehensive health benefit and with respect to any formulary or

other access restrictions:

- (I) The MCE shall supply participating providers who may prescribe prescription drugs for MCE enrollees with a current copy of such formulary or other access restrictions, including information about coverage, payment, or any requirement for prior authorization; and
- (II) The MCE shall provide to all medicaid recipients at periodic intervals, and prior to and during enrollment upon request, clear and concise information about the prescription drug program in language understandable to the medicaid recipients, including information about such formulary or other access restrictions and procedures for gaining access to prescription drugs, including off-formulary products; AND
- (III) THE MCE SHALL FOLLOW STATE DEPARTMENT POLICIES FOR PRESCRIBING ANY PRESCRIPTION DRUGS THAT ARE NOT COVERED UNDER THE MCE CONTRACT.
- SECTION 4. In Colorado Revised Statutes, 25.5-5-408, amend (6), (7), and (9); and amend (1) and add (13) with amended and relocated provisions as follows:
- 25.5-5-408. Capitation payments availability of base data adjustments rate calculation capitation payment proposal preference assignment of medicaid recipients definition. (1) (a) (1) The state department shall make capitation payments to MCEs based upon a defined scope of services under a risk contract.

(II) Repealed.

- (b) A certification by a qualified actuary retained by the state department shall be IS conclusive evidence that the state department has correctly calculated the direct health care cost of providing these same services on an actuarially equivalent Colorado medicaid population group. consisting of unassigned recipients and recipients in the primary care physician program provided in section 25.5-5-407.
- (c) Except as otherwise provided in paragraph (d) of this subsection (1) SUBSECTION (1)(d) OF THIS SECTION and where the state department has instituted a program of competitive bidding provided in section 25.5-5-402

- (3) (9), the state department may utilize a market rate set through the competitive bid process for a set of defined services. The state department shall only use market rate bids that do not discriminate and are adequate to assure quality and network sufficiency. A certification of a qualified actuary, retained by the state department, to the appropriate lower limit shall be IS conclusive evidence of the state department's compliance with the requirements of this paragraph (c) SUBSECTION (1)(c). For the purposes of this subsection (1), a "qualified actuary" shall be MEANS a person deemed as such under rules promulgated by the commissioner of insurance.
- (d) A federally qualified health center, as defined in the federal "Social Security Act", shall MUST be reimbursed by the state department for the total reasonable costs incurred by the center in providing health care services to all recipients of medical assistance.
- (e) [Similar to 25.5-5-404 (1)(k)] AN MCE SHALL CERTIFY, AS A CONDITION OF ENTERING INTO A CONTRACT WITH THE STATE DEPARTMENT, THAT THE CAPITATION PAYMENTS SET FORTH IN THE CONTRACT BETWEEN THE MCE AND THE STATE DEPARTMENT ARE SUFFICIENT TO ENSURE THE FINANCIAL STABILITY OF THE MCE WITH RESPECT TO DELIVERY OF SERVICES TO THE MEDICAID RECIPIENTS COVERED IN THE CONTRACT.
- (f) (I) [Formerly 25.5-5-404 (1)(I)] Except as provided in paragraph (m) of this subsection (1) SUBSECTION (1)(f)(II) OF THIS SECTION, for capitation payments effective on and after July 1, 2003, an MCE that is contracting for a defined scope of services under a risk contract shall certify, through a qualified actuary retained by the MCE, that the capitation payments set forth in the contract between the MCE and the state department comply with all applicable federal and state requirements that govern said THE capitation payments. For purposes of this paragraph (1) SUBSECTION (1)(f)(I), a "qualified actuary" means a person deemed as such by rule promulgated by the commissioner of insurance.
- (II) [Formerly 25.5-5-404 (1)(m)] An MCO providing services under the PACE program as described in section 25.5-5-412 shall certify that the capitation payments are in compliance with applicable federal and state requirements that govern said capitation payments and that the capitation payments are sufficient to ensure the financial viability of the MCO with respect to the delivery of services to the PACE program participants covered in the contract.

- (6) Within thirty TWO HUNDRED TEN days from the beginning of each fiscal year, the state department, in cooperation with the MCEs, shall set a timeline for the rate-setting process for the following fiscal year's rates and for the provision of base data to the MCEs that is used in the calculation of the rates, which shall MUST include but not be limited to the information included in subsection (7) of this section.
- (7) The state department shall identify and make available to the MCEs the base data used in the calculation of the direct health care cost of providing these same services on an actuarially equivalent Colorado medicaid population group. consisting of unassigned recipients and recipients in the primary care physician program provided in section 25.5-5-407. The state department shall consult with the MCEs regarding any and all adjustments in the base data made to arrive at the capitation payments.
- (9) The rate-setting process referenced in subsection (6) of this section shall MUST include a time period after the MCEs have received the direct health care cost of providing these same services on an actuarially equivalent Colorado medicaid population group consisting of unassigned recipients and recipients in the primary care physician program provided in section 25.5-5-407, for each MCE to submit to the state department the MCE's capitation payment proposal, which shall MUST not exceed one hundred percent of the direct health care cost of providing these same services on an actuarially equivalent Colorado medicaid population group. consisting of unassigned recipients and recipients in the primary care physician program provided in section 25:5-5-407. The state department shall provide to the MCEs the MCE's specific adjustments to be included in the calculation of the MCE's proposal. Each MCE's capitation payment proposal shall MUST meet the requirements of section 25.5-5-404 (1)(k) and (1)(1) SUBSECTIONS (1)(e) AND (1)(f) OF THIS SECTION AND SECTION 25.5-5-402 (10).
- (13) [Formerly 25.5-5-407.5 (2)(a)] A PIHP agreement may include a provision for a quality incentive payment that is distributed to the contractor within a reasonable period of time, as specified in the contract, following the end of each fiscal year if the contractor substantially exceeds predetermined quality indicators. The quality indicators shall MUST be based upon broadly accepted measures of performance adopted by rule of the state board and agreed upon at the outset of the contract period, and shall MUST

include, but need not be limited to, the health plan employers data and information set measures. The quality incentive payment may be made proportional if the state board establishes multiple quality measurements. The quality incentive payments shall MUST not exceed the total cost savings created under the PIHP agreement, as determined by comparison of the PIHP members with an actuarially equivalent fee-for-service population, and the quality incentive payment shall MUST not exceed five percent of the total medicaid payments received by the contractor during the performance period of the PIHP agreement.

SECTION 5. In Colorado Revised Statutes, 25.5-5-414, amend (3), (5), and (6); and repeal (4) as follows:

25.5-5-414. Telemedicine - legislative intent. (3) On or after January 1, 2002, face-to-face contact between a health care provider and a patient shall IS not be required under the STATEWIDE managed care system created in this part 4 for services appropriately provided through telemedicine, subject to reimbursement policies developed by the state department to compensate providers who provide health care services covered by the program created in section 25.5-4-104. Telemedicine services may only be used in areas of the state where the technology necessary for the provision of telemedicine exists. The audio and visual telemedicine system used shall MUST, at a minimum, have the capability to meet the procedural definition of the most recent edition of the current procedural terminology that represents the service provided through telemedicine. The telecommunications equipment shall MUST be of a level of quality to adequately complete all necessary components to document the level of service for the current procedural terminology fourth edition codes that are billed. If a peripheral diagnostic scope is required to assess the patient, it shall MUST provide adequate resolution or audio quality for decision-making.

(4) The state department shall report to the health and human services committees of the house of representatives and the senate, or any successor committees, no later than January 1, 2006, on the application of telemedicine to provide home health care; emergency care; critical and intensive care, including, but not limited to, neonatal care; psychiatric evaluation; psychotherapy; and medical management as potential managed care system benefits. Such report shall take into account the availability of technology as of the time of the report to use telemedicine for home health

care, emergency care, and critical and intensive care and the availability of broadband access within the state.

- (5) The STATEWIDE managed care system shall IS not be required to pay for consultation provided by a provider by telephone or facsimile machines.
- (6) The state department may accept and expend gifts, grants, and donations from any source to conduct the valuation of the cost-effectiveness and quality of health care provided through telemedicine by those providers who are reimbursed for telemedicine services by the STATEWIDE managed care system.
- **SECTION 6.** In Colorado Revised Statutes, 25.5-5-415, amend (1)(a)(VI), (1)(b), (2)(b), (2)(c)(II), (2)(c)(III), (2)(d)(I), and (2)(d)(III); and repeal (2)(d)(II) as follows:
- 25.5-5-415. Medicaid payment reform and innovation pilot program legislative declaration creation selection of payment projects report rules. (1) (a) The general assembly finds that:
- (VI) The state department shall evaluate how successful payment projects could be replicated and incorporated within the state department's current medicaid coordinated STATEWIDE MANAGED care system.
- (b) Therefore, the general assembly declares that Colorado should build upon ongoing reforms of health care delivery in the medicaid program by implementing a pilot program within the structure of the state department's current medicaid coordinated STATEWIDE MANAGED care system that encourages the use of new and innovative payment methodologies, including global payments.
- (2) (b) (I) The state department shall create a process for interested contractors of the state department's current medicaid coordinated STATEWIDE MANAGED care system to submit payment projects for consideration under the pilot program. Payment projects submitted pursuant to the pilot program may include, but need not be limited to, global payments, risk adjustment, risk sharing, and aligned payment incentives, including but not limited to gainsharing, to achieve improved quality and to control costs.

- (II) The design of the payment project or projects shall MUST address the client population of the state department's current medicaid coordinated STATEWIDE MANAGED care system and be tailored to the region's health care needs and the resources of the state department's current medicaid coordinated STATEWIDE MANAGED care system.
- (III) A contractor of the state department's current medicaid coordinated STATEWIDE MANAGED care system shall work in coordination with the providers and managed care entities MCEs contracted with the contractor of the state department's current medicaid coordinated STATEWIDE MANAGED care system in developing the payment project or projects.
- (c) (II) For purposes of selecting payment projects for the pilot program, the state department shall consider, at a minimum:
- (A) The likely effect of the payment project on quality measures, health outcomes, and client satisfaction;
- (B) The potential of the payment project to reduce the state's medicaid expenditures;
- (C) [Formerly 25.5-5-402 (6)(b)(II)] The state department's ability to ensure that inpatient and outpatient hospital reimbursements are maximized up to the upper payment limits, as defined in 42 CFR 447.272 and 42 CFR 447.321 and calculated by the state department periodically;
- (D) The client population served by the state department's current medicaid coordinated STATEWIDE MANAGED care system and the particular health needs of the region;
- (E) The business structure or structures likely to foster cooperation, coordination, and alignment and the ability of the contractor of the state department's current medicaid coordinated STATEWIDE MANAGED care system to implement the payment project, including the resources available to the contractor of the state department's current medicaid coordinated STATEWIDE MANAGED care system and the technological infrastructure required; and
 - (F) The ability of the contractor of the state department's current

medicaid coordinated STATEWIDE MANAGED care system to coordinate among providers of physical health care, behavioral health care, oral health care, and the system of long-term care services and supports.

- (III) For payment projects not selected by the state department, the state department shall respond to the contractor of the state department's current medicaid coordinated STATEWIDE MANAGED care system, in writing, stating the reason or reasons why the payment project was not selected. The state department shall send a copy of the response to the joint budget committee of the general assembly, the health and human services committee of the senate, or any successor committee, and the health, INSURANCE, and environment committee of the house of representatives, or any successor committee COMMITTEES.
- (d) (I) The payment projects selected for the program shall MUST be for a period of at least one year and shall MUST not extend beyond the length of the contract with the contractor of the state department's current medicaid coordinated STATEWIDE MANAGED care system. The provider contract shall MUST specify the payment methodology utilized in the payment project.
- (II) The requirements of section 25.5-5-408 do not apply to the rate-calculation process for payments made to MCEs pursuant to this section.
- (III) MCEs participating in the pilot program are subject to the requirements of section 25.5-5-404 (1)(k) and (1)(l) SECTIONS 25.5-5-402 (10) AND 25.5-5-408 (1)(e) AND (1)(f), as applicable.

SECTION 7. In Colorado Revised Statutes, **repeal** 25.5-5-404, 25.5-5-405, 25.5-5-406, 25.5-5-407, 25.5-5-407.5, 25.5-5-409, 25.5-5-411, 25.5-5-413, and 10-3-903 (2)(k).

SECTION 8. In Colorado Revised Statutes, 10-16-122, amend (1) as follows:

10-16-122. Access to prescription drugs. (1) Except as provided in section 25.5-5-404 (1)(u), C.R.S. 25.5-5-406.1 (1)(s), any pharmacy benefit management firm or intermediary whose contract with a carrier includes an open network shall allow participation by each pharmacy provider in the contract service area. If a pharmacy benefit management

firm or intermediary offers an open network, the pharmacy benefit management firm or intermediary may offer such network on a regional or local basis.

- **SECTION 9.** In Colorado Revised Statutes, 25.5-4-103, amend (12) as follows:
- **25.5-4-103. Definitions.** As used in this article 4 and articles 5 and 6 of this title 25.5, unless the context otherwise requires:
- (12) "Managed care system" means a HEALTH CARE system for providing health care services which integrates both the delivery and the financing of health care services in an attempt to provide access to medical services while containing the cost and use of medical care ORGANIZED TO MANAGE COSTS, UTILIZATION, AND QUALITY. THE STATEWIDE MANAGED CARE SYSTEM PROVIDES FOR THE DELIVERY OF HEALTH BENEFITS AND ADDITIONAL SERVICES THROUGH CONTRACTED ARRANGEMENTS BETWEEN STATE MEDICAID AGENCIES AND MCES.
- **SECTION 10.** In Colorado Revised Statutes, 25.5-4-401.2, amend (1)(d)(II) as follows:
- 25.5-4-401.2. Performance-based payments reporting. (1) To improve health outcomes and lower health care costs, the state department may develop payments to providers that are based on quantifiable performance or measures of quality of care. These performance-based payments may include, but are not limited to, payments to:
 - (d) Behavioral health providers, including, but not limited to:
- (II) Entities contracted with the STATE department to administer the medicaid community mental health services program, STATEWIDE SYSTEM OF COMMUNITY BEHAVIORAL HEALTH CARE established in section 25.5-5-411 25.5-5-402.
- **SECTION 11.** In Colorado Revised Statutes, 27-67-104, amend (1)(a) as follows:
- 27-67-104. Provision of mental health treatment services for youth. (1) (a) A parent or guardian may apply to a mental health agency on

behalf of his or her minor child for mental health treatment services for the child pursuant to this section, whether the child is categorically eligible for medicaid under the capitated mental health system described in section 25.5-5-411, C.R.S. 25.5-5-402, or whether the parent believes his or her child is a child at risk of out-of-home placement. In such circumstances, it shall be IS the responsibility of the mental health agency to evaluate the child and to clinically assess the child's need for mental health services and, when warranted, to provide treatment services as necessary and in the best interests of the child and the child's family. Subject to available state appropriations, the mental health agency shall be is responsible for the provision of the treatment services and care management, including any in-home family mental health treatment, other family preservation services, residential treatment, or any post-residential follow-up services that may be appropriate for the child's or family's needs. For the purposes of this section, the term "care management" includes, but is not limited to, consideration of the continuity of care and array of services necessary for appropriately treating the child and the decision-making authority regarding a child's placement in and discharge from mental health services. A dependency or neglect action pursuant to article 3 of title 19 C.R.S., shall is not be required in order to allow a family access to residential mental health treatment services for a child.

SECTION 12. In Colorado Revised Statutes, 27-67-105, amend (1)(a) introductory portion and (1)(b) as follows:

- 27-67-105. Monitoring report. (1) On or before September 1, 2009, and by September 1 of each year thereafter, each community mental health center shall report to the state department the following information, and each behavioral health organization, for those children eligible to receive medicaid benefits whose parent or legal guardian requests residential treatment, shall report to the department of health care policy and financing the following information:
- (a) The number of children, both those children who are categorically eligible for medicaid under the capitated mental health system described in section 25.5-5-411, C.R.S. 25.5-5-402, and those children who are at risk of out-of-home placement, to whom the following services were provided:
 - (b) The number of children, both those children who are

categorically eligible for medicaid under the capitated mental health system described in section 25.5-5-411, C.R.S. 25.5-5-402, and those children who are at risk of out-of-home placement, referred to the county department for a dependency or neglect investigation pursuant to section 27-67-104 (2), and the reasons therefor;

SECTION 13. In Colorado Revised Statutes, repeal as amended by House Bill 18-1007 25.5-5-411 (4)(b).

SECTION 14. In Colorado Revised Statutes, 25.5-5-202, add (4) as follows:

25.5-5-202. Basic services for the categorically needy - optional services. (4) The state department and the office of behavioral health in the department of human services, in collaboration with community mental health services providers and substance use disorder providers, shall establish rules that standardize utilization management authority timelines for the nonpharmaceutical components of medication-assisted treatment for substance use disorders.

SECTION 15. Act subject to petition - effective date. (1) Except as provided in subsection (2) of this section, this act takes effect at 12:01 a.m. on the day following the expiration of the ninety-day period after final adjournment of the general assembly (August 8, 2018, if adjournment sine die is on May 9, 2018); except that, if a referendum petition is filed pursuant to section 1 (3) of article V of the state constitution against this act or an item, section, or part of this act within such period, then the act, item, section, or part will not take effect unless approved by the people at the general election to be held in November 2018 and, in such case, will take effect on the date of the official declaration of the vote thereon by the governor.

(2) Sections 13 and 14 of this act take effect only if House Bill

18-1007 becomes law and take effect either upon the effective date of this act or House Bill 18-1007, whichever is later.

Crisanta Duran

SPEAKER OF THE HOUSE OF REPRESENTATIVES

Kevin J. Grantham PRESIDENT OF THE SENATE

Marilyn Eddins

CHIEF CLERK OF THE HOUSE

OF REPRESENTATIVES

Effie Ameen

SECRETARY OF THE SENATE

APPROVED

John W. Hickenlooper

GOVERNOR OF THE STATE OF COLORADO